SNAPSHOT

Okeechobee County
2nd Quarter: April—June 2020

TOTAL CONTACTS 239
Call Volume 236
Texts & Emails 3

WEB BASED SERVICES 8,393
CHATS* 8,293
Database/Mobile App Visits ** 100

*Total Agency Count
**Proportional based on population estimates

Referrals 342

Age of Callers
2% of callers were under 18 years old
61% of callers were between 18-59 years old
20% of callers were 60+ years old
17% Unknown

385 Problems & Needs

Case of the Quarter

During this extremely stressful time due to the Coronavirus throughout our communities, the role of 211 has been vital, to provide urgently needed emotional support 24/7 as well as support with the lack of food provisions, financial assistance, housing, and health information. When one of our Resource Center Specialists, Kim, spoke with an elderly woman named “Barbara,” it was very important to provide her with assurance that 211 would do everything possible to help her. Barbara was overwhelmed with concern about catching the virus, even though she had no symptoms. She did have home care and people delivering food, so she was fearful about them bringing germs into her home. Firstly, Kim reviewed all the pertinent facts about the virus and the urgent need to stay safe. They reviewed guidelines from the CDC. Kim was able to help Barbara stay calm by listening and validating her feelings with empathy and focusing on relevant information. Barbara explained that her children were not in Florida, but did call her regularly to make sure she was ok. She said she also had a neighbor who was assisting with the food banks’ distribution but needed more information on their availability. Kim was able to provide her with all the locations as well as the time table for food disbursements. People who live alone are often left to fend for themselves, as they are unable to get help from family and friends due to the Coronavirus. Barbara was very appreciative that Kim listened and provided her with all the information on the services she requested. Kim assured her that 211 would be there to help her and to call back if she needed us again.

Types of Calls

Assessment & Referral — 31%
Assessed caller’s needs & then provided referrals to meet those needs
Counseling, Assessment & Referral — 46%
Responded to emotional state, assessed caller’s needs, & provided referrals
Counseling — 9%
Responded to the emotional state of the caller in addition to assessing needs
Information Only — 4%
Provided basic information such as a phone # or eligibility req. for services
Advocacy/Linkage — 10%
Assisted the caller in navigating the complex & overwhelming health & human services system.
Emergency Intervention/Follow-up — <1%

Top 10 Referral Agencies

<table>
<thead>
<tr>
<th>Top 10 Referral Agencies</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Salvation Army (Okeechobee County)</td>
<td>56</td>
</tr>
<tr>
<td>Economic Opportunities Council of Indian River County</td>
<td>47</td>
</tr>
<tr>
<td>New Horizons of the Treasure Coast</td>
<td>19</td>
</tr>
<tr>
<td>Big Lake Missions Outreach</td>
<td>12</td>
</tr>
<tr>
<td>Communities Connected for Kids</td>
<td>11</td>
</tr>
<tr>
<td>Florida Department of Children &amp; Families</td>
<td>11</td>
</tr>
<tr>
<td>Florida Rural Legal Services</td>
<td>10</td>
</tr>
<tr>
<td>LifeBuilders of the Treasure Coast</td>
<td>10</td>
</tr>
<tr>
<td>Okeechobee Senior Services</td>
<td>10</td>
</tr>
<tr>
<td>Florida Department of Health</td>
<td>8</td>
</tr>
</tbody>
</table>
### Problem & Needs Breakdown

**211 HelpLine – Okeechobee County**

<table>
<thead>
<tr>
<th>Need Category</th>
<th>Need Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health/Addictions (includes 2 Suicide Related Calls)</td>
<td>75</td>
<td>19.48%</td>
</tr>
<tr>
<td>Housing</td>
<td>69</td>
<td>17.92%</td>
</tr>
<tr>
<td>Health Care</td>
<td>65</td>
<td>16.88%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>58</td>
<td>15.06%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>40</td>
<td>10.39%</td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>23</td>
<td>5.97%</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>11</td>
<td>2.86%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>9</td>
<td>2.34%</td>
</tr>
<tr>
<td>Transportation</td>
<td>8</td>
<td>2.08%</td>
</tr>
<tr>
<td>Clothing/Personal/Household Needs</td>
<td>7</td>
<td>1.82%</td>
</tr>
<tr>
<td>Information Services</td>
<td>7</td>
<td>1.82%</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>6</td>
<td>1.56%</td>
</tr>
<tr>
<td>Employment</td>
<td>3</td>
<td>0.78%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>2</td>
<td>0.52%</td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>2</td>
<td>0.52%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>385</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

*The needs relate to needs expressed by callers; needs expressed in chats are not included.*

### Top 15 Individual Needs

- Electric Service Payment Assistance
- COVID-19 Control
- Rent Payment Assistance
- Food Pantries
- Drug/Alcohol Use Self Evaluation Tools
- Psychiatric Mobile Response Teams
- Legal Counseling
- Food Stamps/SNAP Applications
- Emergency Shelter Clearinghouses
- Low Cost Home Rental Listings
- Community Shelters
- Non-Emergency Medical Transportation
- Transitional Housing/Shelter
- Water Service Payment Assistance
- Federal Income Tax Information

### Top Unmet Needs

- Rent Payment Assistance
- Low Income/Subsidized Private Rental Housing
- At Risk/Homeless Housing Assistance Programs
- Community Shelters
- Transitional Housing/Shelter
- Water Service Payment Assistance
- Animal Shelters
- Appliances
- Clothes Dryers
- Comprehensive Job Assistance Centers
- Disability Related Transportation
- Emergency Shelter Clearinghouses
- Ex-Offender Reentry Programs
- Extreme Heat Cooling Programs
- Extreme Weather Shelters

***Please note: Names and minor details have been changed to protect individuals’ confidentiality.***

For additional information about this Snapshot, contact Alix Allison, Volunteer and Compliance Manager at (561) 383-2170 or e-mail alix.allison@211pbtc.org. For all other questions, please call 211.

For a full list of funders go to www.211treasurecoast.org/funding

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Major Funders Include: (For a full list of funders go to www.211treasurecoast.org/funding)